CORE- Mailroom Operations Coordinator Additional Duties

Purpose:

The Operations Coordinator performs multiple duties in addition to providing training, ensuring quality assurance, and workload monitoring and/or reporting for the Mailroom Team. Those duties not defined in other procedure documents are identified in this document.

Identification of Roles:

Operations Coordinator – conducts training, ensures quality assurance, monitors workload, reporting, and other Mailroom functions

Operations Team Lead– conducts training, ensures quality assurance, monitors workload, reporting, and other Mailroom functions when the Operations Coordinator is not available

Operations Manager – operate as a resource for Operations Coordinator functions; implement process changes as needed

Performance Standards:

None

Path of Business Procedure:

Step 1: Additional duties performed which may include, but is not limited to

a. Discover and/or implement process improvements
b. Log certified mail located in the Mailroom Forms folder in the IME Universal
c. Create Quality Assurance (QA) reports from Transform Manager
d. Weighs and logs the bundled mail
e. Requests print jobs through the NowPrint website
f. Notify CAO of any supplies that need to be ordered
g. Monitor that dual custody procedures are followed
h. Monitor the Show Submit Pending Scan Jobs report and the Aging Report
i. Assign mailroom duties to the Data Entry Imaging Technicians
j. Analyze the street mail and identify items that should not be scanned
k. Log claim forms that have a lot of attachments prior to them being sent to the Medical Services unit for review

Forms/Reports:

QA Reports
Show Submit Pending Scan Jobs report

Aging Report

RFP References:

Interfaces:

Transform Manager

Attachments:

None